**SIDNEY BARAKA MURIUKI**

sidneybarakamuriuki1@gmail.com| Available Worldwide (GMT +3) | https://sidney-the-va.netlify.app/

# PROFILE

Detail-oriented and proactive Virtual Assistant with a background in customer support, data entry, scheduling, email management, and digital administration. Experienced in leveraging Google Workspace, Microsoft Office Suite, Notion, and Slack to enhance productivity and streamline operations. Passionate about providing efficient administrative support and adapting to company culture to deliver long-lasting solutions. Currently pursuing a BSc. in Mathematics and Computer Science and eager to gain hands-on experience in a dynamic work environment.

# PROFESSIONAL EXPERIENCE

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| **Kingdom Assemblies of God Teens Ministry**  *Data Management and Technology Specialist (Intern)* | 03/2024– 09/2024 |

* Led data management initiatives, improving system efficiency. •
* Implemented technology-driven solutions for data entry. •
* Maintained and updated ministry records for accessibility and accuracy. •
* Assisted in digital transformation, optimizing databases and automating• reports.

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| * Increased database accuracy by 40% through data validation. |  |
| **Havis Homes Property Management Agency**  *Customer Sales Representative*   * Managed tenant inquiries, lease agreements, and rental payments. • * Assisted potential tenants with property details, scheduling viewings, and• addressing concerns. * Maintained accurate records of tenant leases, rental transactions, and• customer interactions. | 04/2022 –09/2024 |

* Reduced data errors by 50%. •
* Automated 60% of repetitive administrative tasks, enhancing efficiency. •

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| * Streamlined the lease processing system, reducing onboarding time by 25%. |  |
| **One Hope Kenya**  *Digital Administrator (Intern)* | 02/2023 –08/2023 |

* Coordinated with maintenance teams to resolve tenant complaints. •
* Engaged in marketing activities to attract new tenants. •
* Increased tenant retention by 20% through effective customer service. •
* Contributed to a 30% increase in rental inquiries via marketing strategies. •
* Managed website content updates for accurate and timely information. •
* Scheduled, reviewed, and published content for website and social media. •
* Designed evaluation forms and compiled reports with key insights. •
* Developed communication strategies for EACTC planning team. •
* Cleaned and updated the Teachers Database for enhanced outreach. •
* Improved website content accuracy by 30%. •
* Increased teacher enrolment on e-learning platform by 25%. •
* Reduced duplicate data entries by 40% through database updates. •
* Contributed to EACTC 2023ʼs success, engaging over 200 teachers. •

# EDUCATION

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| **BSc. Mathematics and Computer Science**  *Jomo Kenyatta University of Agriculture and Technology* | 09/2022 – present |
| **Virtual Assistance Skills in the Digital Age** *ALX Africa* | 08/2024 –10/2024 |
| **AI Career Essentials**  *ALX AI Career Essentials*  **SKILLS** | 05/2024 –07/2024 |

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| **Virtual Assistance & Administrative Support** Providing organizational and administrative support to streamline business operations.  **Data Entry & Management**  Maintaining accurate and well-organized data records for easy accessibility.  **Basic Graphic Design**  Creating simple but effective visuals for branding, presentations, and social media.  **Essential VA tools**  Proficient in industry-standard productivity tools such as Google Workspace, Microsoft Office Suite, Notion and Slack for remote and office work.  **Database Optimization**  Cleaning, organizing, and maintaining databases to improve data efficiency. | **Customer Support & Communication**  Effectively handling client inquiries, concerns, and requests to ensure satisfaction.  **Scheduling & Email Management**  Coordinating meetings, appointments, and email correspondence efficiently.  **Digital Content Management**  Organizing and updating content for websites and social media platforms.  **Social Media Coordination**  Managing and scheduling social media content to enhance engagement.  **Soft Skills**  Adaptability, Problem-Solving, Time  Management, Teamwork, Attention to Detail, and Strong Work Ethic. |

# CERTIFICATES

[**Virtual Assistance Skills in**](https://intranet.alxswe.com/certificates/esCSPJyREf) [**AI Career Essentials**](https://intranet.alxswe.com/certificates/PxeF5hTSrc)[**Graphic Design Essentials**](https://www.canva.com/designschool/certification-award/b8d81503-41a4-4126-bc33-1ad82b9e44f3)

[**the Digital Age**](https://intranet.alxswe.com/certificates/esCSPJyREf)by ALX by Canva Design School

by ALX Africa